

## **Serious Off-Line Tone Generator Problem 11/6/03**

### **Background**

CRS Build 9.0 includes the capability for maintenance personnel to generate NWRSAME tones, Alert tones, and Transfer tones, adjust the volume, and save the new values into the system transmitter configuration. All this is done from a new Maintenance menu (WRSame Tone Generator). Users are required to enter the Transmitter Configure window and disable the transmitter prior to using the Off-Line Tone Generator. After using the Off-Line Tone Generator, users are again required to enter the Transmitter Configure window and re-enable the transmitter. However, a bug exists in the Off-Line Tone Generator software that prevents the tone volume changes from being stored permanently in the system configuration file. As long as CRS continues to run, the **new** volume values will be used. However, when the CRS application software is terminated and re-started, the **old** values will re-appear. Also, ASCII database files that are created (either automatically as daily\*.ASC each day at 00Z or manually generated by the user) will reflect the **old** volume values.

### **Explanation**

When the NWRSAME Tone Generator software makes the requested volume changes, those change are made properly in the system memory. As long as the CRS application software continues to run, the new memory values are used. However, the software does not write the new values to the /crs/data/SS/CRS\_sys\_cfg file where the system configuration is stored. When the CRS application is terminated and re-started, it reads into memory the system configuration stored in CRS\_sys\_cfg. In this case, it will read in the old tone volume values. Similarly, the gui\_2ascii utility that generates the ASCII database files uses the CRS-sys\_cfg file.

### **Workaround**

Until this problem can be fixed in the software, a simple and efficient workaround exists to alleviate the problem. The old procedure to modify the tone volumes via the Transmitter Configure Amplitudes window properly stores the changed volumes in the CRS\_sys\_cfg file. Simply clicking on the save hot key in the Transmitter Configure window will ensure that the new volume values are written to the configuration file. Therefore, until this problem is fixed, sites must follow the following procedure:

*After enabling the transmitter from the Transmitter Configure window, perform the following additional steps:*

- 1. Click on the Save hot key.*
- 2. A pop-up dialogue box is displayed asking:*

*“Do you want to re-initialize DECTalk parameters???”*

***3. Click on the OK box.***

***4. The dialogue box disappears, and the lower left of the Transmitter Configure window displays:***

***Requesting Configuration Change...”***

***The “wrist watch” icon is displayed indicating that the operator should wait while the configuration is being changed.***

***5. It will take about 30 seconds for the configuration change to complete. When completed, the lower left of the Transmitter Configure window displays:***

***“Configuration Changed”***

The Maintenance Manual’s transmitter alignment procedures are being finalized and instruct maintenance personnel to use the new Off Line Tone Generator. The procedures will include this workaround.